

General

Title

Cancer patient experience: percentage of patients who reported whether they experienced excellent information provision from healthcare professionals throughout their cancer care on the Cancer Quality Performance Indicator (QPI) Information Measurement Tool.

Source(s)

NHS Scotland, Scottish Cancer Taskforce, National Cancer Quality Steering Group. Cancer patient experience quality performance indicators. Edinburgh (Scotland): Healthcare Improvement Scotland; 2013 Dec. 33 p.

Measure Domain

Primary Measure Domain

Clinical Quality Measures: Patient Experience

Secondary Measure Domain

Does not apply to this measure

Brief Abstract

Description

This measure is used to assess the percentage of patients who reported whether ("Strongly Agree," "Agree," "Disagree," "Strongly Disagree") they experienced excellent information provision from healthcare professionals throughout their cancer care on the Cancer Quality Performance Indicator (QPI) Information Measurement Tool.

Cancer services can demonstrate through the application of the QPI measurement tool that their patients have received excellent information throughout their cancer care as follows:

The healthcare professional(s):

- Explained fully everything the patient wanted to know about their condition, treatment and care in a timely manner.

The patient(s):

- Received information to help them understand what would happen at their appointment.
- Was/were given enough information about their condition and treatment.
- Was/were given information in a way that was easy to understand.

- Was offered information in a way that suited them, e.g., large print, Braille, etc.
- Was/were offered information on how to access other support services, e.g., financial advice or support groups.
- Felt able to ask about the results of any tests or ongoing treatment.
- Knew who to contact out of hours if they were worried about their condition.
- Knew who to contact if they needed more information about their condition or treatment.
- Was given details of other approved sources of information.

Note from the National Quality Measures Clearinghouse: This measure is part of the QPIs collection. For more information, including a complete list of QPI measure sets, please visit the [Healthcare Improvement Scotland Web site](#) .

Rationale

Appropriate information should be made available to patients and their carers to promote maximum understanding and to assist coping mechanisms. Access to written materials, computerised information and a named nurse should be readily available at all stages of disease management (Scottish Intercollegiate Guidelines Network [SIGN], 2011).

"Inform the patient about:

- Who is responsible for their care and treatment;
- The roles and responsibilities of the different members of the healthcare team; and
- The communication that takes place between members of the healthcare team" (National Institute for Health and Care Excellence [NICE], 2011).

"Ensure that the patient is given regular, accurate information about any delays during episodes of care...and mechanisms are in place to provide information about appointments to patients who require information in non-standard formats" (NICE, 2011).

Explore the patient's preferences about the level and type of information they want. Based on this, give the patient (and their family members and/or carers if appropriate) clear, consistent, evidence-based, contextualised, and tailored information throughout all stages of their care. Include information about:

- Their condition, proposed care and any treatment options
- Where they will be seen
- Who will undertake their care
- Expected waiting times for consultations, investigations and treatments (NICE, 2011).

Evidence for Rationale

National Institute for Health and Care Excellence (NICE). Patient experience in adult NHS services: improving the experience of care for people using adult NHS services, draft quality standard. London (UK): National Institute for Health and Care Excellence (NICE); 2011 Jun. 25 p.

NHS Scotland, Scottish Cancer Taskforce, National Cancer Quality Steering Group. Cancer patient experience quality performance indicators. Edinburgh (Scotland): Healthcare Improvement Scotland; 2013 Dec. 33 p.

Scottish Intercollegiate Guidelines Network (SIGN). Management of adult testicular germ cell tumours. A national clinical guideline. Edinburgh (Scotland): Scottish Intercollegiate Guidelines Network (SIGN); 2011 Mar. 63 p. (SIGN publication; no. 124). [152 references]

Primary Health Components

Cancer; patient experience; information provision

Denominator Description

Numerator Description

Number of patients who reported whether ("Strongly Agree," "Agree," "Disagree," "Strongly Disagree") they experienced excellent information provision from healthcare professionals throughout their cancer care on the Cancer Quality Performance Indicator (QPI) Information Measurement Tool

Evidence Supporting the Measure

Type of Evidence Supporting the Criterion of Quality for the Measure

A clinical practice guideline or other peer-reviewed synthesis of the clinical research evidence

A formal consensus procedure, involving experts in relevant clinical, methodological, public health and organizational sciences

Additional Information Supporting Need for the Measure

Unspecified

Extent of Measure Testing

The collection of data is piloted on a small number of patient records using a paper data collection form produced by the Information Services Division (ISD). The aim is to identify any anomalies or difficulties with data collection prior to full implementation. At least one NHS board in each Regional Cancer Network participates in the pilot.

Evidence for Extent of Measure Testing

NHS Scotland. National cancer quality performance indicators: overview of development process. Edinburgh (Scotland): NHS Scotland; 2012 Dec. 7 p.

State of Use of the Measure

State of Use

Current routine use

Current Use

not defined yet

Application of the Measure in its Current Use

Measurement Setting

Ambulatory/Office-based Care

Ambulatory Procedure/Imaging Center

Hospital Inpatient

Hospital Outpatient

Professionals Involved in Delivery of Health Services

not defined yet

Least Aggregated Level of Services Delivery Addressed

Single Health Care Delivery or Public Health Organizations

Statement of Acceptable Minimum Sample Size

Unspecified

Target Population Age

Unspecified

Target Population Gender

Either male or female

National Strategy for Quality Improvement in Health Care

National Quality Strategy Aim

Better Care

National Quality Strategy Priority

Person- and Family-centered Care

Institute of Medicine (IOM) National Health Care Quality Report Categories

IOM Care Need

Living with Illness

IOM Domain

Patient-centeredness

Data Collection for the Measure

Case Finding Period

Unspecified

Denominator Sampling Frame

Patients associated with provider

Denominator (Index) Event or Characteristic

Clinical Condition

Denominator Time Window

not defined yet

Denominator Inclusions/Exclusions

Inclusions

Cancer patients who responded to the Cancer Quality Performance Indicator (QPI) Information Measurement Tool

Exclusions

Unspecified

Exclusions/Exceptions

not defined yet

Numerator Inclusions/Exclusions

Inclusions

Number of patients who reported whether ("Strongly Agree," "Agree," "Disagree," "Strongly Disagree") they experienced excellent information provision from healthcare professionals throughout their cancer care on the Cancer Quality Performance Indicator (QPI) Information Measurement Tool

Exclusions

Unspecified

Numerator Search Strategy

Fixed time period or point in time

Data Source

Patient/Individual survey

Type of Health State

Does not apply to this measure

Instruments Used and/or Associated with the Measure

QPI 2 - Information Measurement Tool

Computation of the Measure

Measure Specifies Disaggregation

Does not apply to this measure

Scoring

Rate/Proportion

Interpretation of Score

Desired value is a higher score

Allowance for Patient or Population Factors

not defined yet

Standard of Comparison

not defined yet

Identifying Information

Original Title

QPI 2 – information provision.

Measure Collection Name

Cancer Quality Performance Indicators (QPIs)

Measure Set Name

Cancer Patient Experience

Submitter

NHS Scotland - National Government Agency [Non-U.S.]

Scottish Cancer Taskforce - National Government Agency [Non-U.S.]

Developer

NHS Scotland - National Government Agency [Non-U.S.]

Scottish Cancer Taskforce - National Government Agency [Non-U.S.]

Funding Source(s)

Scottish Government

Composition of the Group that Developed the Measure

Cancer Patient Experience QPI Development Group

Financial Disclosures/Other Potential Conflicts of Interest

Unspecified

Adaptation

This measure was not adapted from another source.

Date of Most Current Version in NQMC

2013 Dec

Measure Maintenance

The Cancer Quality Performance Indicators (QPIs) will be kept under regular review and be responsive to changes in clinical practice and emerging evidence.

Date of Next Anticipated Revision

Unspecified

Measure Status

This is the current release of the measure.

Measure Availability

Source document available from the [Healthcare Improvement Scotland Web site](#) .

For more information, contact the Healthcare Improvement Scotland at Gyle Square, 1 South Gyle Crescent, Edinburgh, Scotland EH12 9EB;
Phone: 0131 623 4300; E-mail: comments.his@nhs.net; Web site: www.healthcareimprovementscotland.org/ .

Companion Documents

The following is available:

- NHS Scotland. National cancer quality performance indicators: overview of development process. Edinburgh (Scotland): NHS Scotland; 2012 Dec. 7 p. This document is available from the [Healthcare Improvement Scotland Web site](#) .

NQMC Status

This NQMC summary was completed by ECRI Institute on May 18, 2017.

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Production

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